



Outreach Worker Certification Appraisal

Section A: Instructions

The outreach worker certification appraisal was developed to help both the supervisor and outreach worker better understand what is expected of the worker in their role as an outreach worker. The appraisal should be used to help the supervisor better capture what the outreach worker has achieved during his or her probationary period. To be in full compliance with the project, this appraisal needs to be completed by both the supervisor and the worker twice in the first year of the contract. Thereafter, it can be done on an annual basis. The initiating and completion of the appraisal shall be the sole responsibility of the local CeaseFire site.

In the first year of an outreach worker's contract, the appraisal should be used at the mid-point and end of the outreach worker's probationary period to determine whether or not the worker has fulfilled the requirements of the job. However, it should be noted that if and after having provided feedback at the mid point of probation, the worker has not performed adequately and not satisfactorily achieved certification at the end point of probation, then the project will not reimburse the site for any and all workers who have failed to be certified. Hence, lack of certification leads to termination the worker.

Along with all project pertinent information distributed at the worker's orientation, this appraisal should be given to the worker so that s/he will know beforehand what objectives and goals the project will expect them to master in order to be certified by the end of their probationary period. The appraisal should not be used as a punitive instrument, but rather an instrument that will help motivate the worker to enhance their job performance and at the same time clearly spell out to the worker what it takes to be a good worker.

It is suggested that prior to the supervisor completing the certification appraisal, a blank copy should be given to the worker so that the worker can evaluate how well they themselves have done. After the completion of both the worker and supervisor's appraisal, both shall get together and discuss their findings

Section B: Worker Information

(B1.) Name of Outreach worker: _____

(B2.) Name of Supervisor: _____

(B3.) Date of performance appraisal: _____

(B4.) Start date of outreach worker: _____

Section C: Appraisal; Please check one box and provide comments if appropriate

(C1.) The outreach worker has successfully recruited the required number of participants into his/her caseload by the end of his/her four month period of employment.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C2.) The outreach worker regularly achieves the mandated number of home visits, participant contacts, and phone calls for each participant every month.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C3.) The outreach worker demonstrates regular attendance and punctuality.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C4.) The outreach worker works well in teams and regularly helps other members with other assignments.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C5.) The outreach worker is regularly and satisfactorily involved in project activities pertaining to midnight barbecues, community rallies, target area canvassing, etc.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C6.) The outreach worker complies with all directives from his superiors.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C7.) The outreach worker is able to engage the general public, program participants, and other service providers in an open, friendly, professional manner.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C8.) The outreach worker meets deadlines.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C9.) The outreach worker has demonstrated that s/he is physically capable of walking the target area for a period of several hours and up to three miles per excursion.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C10.) The outreach worker meets the standards of documenting all relevant events and participant contacts.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C11.) The outreach worker participant files are regularly up to date and completed in a detailed and neat manner.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C12.) The outreach worker has a vehicle, valid driver’s license, and insurance.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C13.) The outreach worker treats his work issued cell, and other project property with respect and professionalism at all times.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C14.) The outreach worker works well and gets along with his/her fellow workers.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C15.) The outreach worker’s appearance is always neat and professional looking.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C16.) The outreach worker is able to identify problems and come up with appropriate responses.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C17.) The outreach worker has introduced his participants to the team and has enabled these participants to build relationships with other staff members.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C18.) The outreach worker has actively participated and documented conflict mediations.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C19.) The outreach worker responds well to constructive feedback adequately addressing concerns.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C20.) The outreach worker attends all staff meetings, contributes to them, and is always prepared.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C21.) The outreach worker attends all individual supervision sessions with his or her supervisor, contributes to them, and is always prepared.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C22.) The outreach worker takes every possible precaution in making sure that when documenting relevant participation information, the information is recorded in such a way that the participant’s confidentiality is always protected and the information does not incriminate said participant.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C23.) The outreach worker is as accommodating as possible in dealing with matters that require flexibility.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C24.) The outreach worker is able to identify participant needs and works towards making appropriate referrals for services.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C25.) The outreach worker demonstrates good boundaries in his relationships with program participants.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement
(Comments are required if “Outstanding or Needs Improvement” are checked)

(C26.) The outreach worker demonstrates he/she understands the goal of CeaseFire, the reasoning on which it is built and the critical elements that, together, distinguish CeaseFire from other interventions.

Outstanding Exceeds Expectations Meets Expectations Needs Improvement

(Comments are required if “Outstanding or Needs Improvement” are checked)

Section D: Signatures

Outreach supervisor: _____

Outreach worker: _____